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January 27, 2003

TO: Each Supervisor

FROM: Thomas L. Garthwaite, M.D.
Director and Chief Medical Officer

SUBJECT: **TECHNOLOGY PROGRAMMING AND DATABASE ADMINISTRATION FOR
CLINICAL RESOURCE MANAGEMENT (CRM)**

This is to advise you of my intention to request a work order for technical programming and database administration under the Information Technology Support Services Master Agreement (ITSSMA) managed by the Internal Services Department (ISD).

BACKGROUND

As part of the 1115 Waiver for Los Angeles County, CRM is an integral part of the 1115 Waiver objectives. CRM is adopting a new method for delivering care by utilizing a standardized approach to clinical decision-making and optimization of resources. The technological infrastructure is an important element needed to support the program. The development, production, and maintenance of database applications are critical to the success of CRM.

SCOPE OF WORK

Among the tasks to be performed include:

- Transforming the information contained in the CRM process flows and process models into detailed design specifications.
- Obtaining/facilitating specific granularity required developing detail design specifications when the need arises.
- Performing database installation/upgrade, database creation, space management, and performance optimization.

- Modifying, monitoring, implementing and managing the CRM database schema and tables.
- Fixing any system related problems that resulted in a failure and modifying/improving the failed process to ensure future reliability.
- Configuring database backups and ensuring restoration and recovery as necessary.
- Backing up/restoring production, training and development databases to ensure consistency across environments.
- Providing technical expertise in database design and knowledge transfer to CRM technical staff.
- Developing detailed technical specifications that support specific algorithms, screen mockups, report layouts, and data views.
- Developing and writing application code utilizing the latest Microsoft technologies including .NET, Visual Basic, and Microsoft SQL Server 2000 to support the detail design of the CRM applications.
- Developing and deploying the installation package for CRM applications in order to provide seamless deployment solutions across Department of Health Services (DHS) facilities.

TERM

The period of performance for this engagement will be upon the execution of the work order and will continue for approximately 12 months or until all project tasks are completed.

FISCAL IMPACT

This will be a time and materials engagement. The exact amount will not be known until the bids and been received and evaluated. The estimated cost is not expected to exceed \$400,000.

JUSTIFICATION

DHS lacks the personnel with the knowledge and expertise to perform the technical programming and database administration to complete the needed tasks to implement the CRM programs. To hire additional qualified staff with the required knowledge and/or expertise is time consuming and labor extensive. Failure to ensure that the CRM program is implemented successfully and on time may have financial sanctions due to the 1115 Waiver mandates.

CONSULTANT'S QUALIFICATIONS

Under ITSSMA, consultants are selected from a list of pre-qualified vendors from whom bids are solicited. The lowest bidding vendor who meets all requirements is awarded the work order. Vendor for this project has not yet been selected.

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In order to give you time for review and input, we will not request ISD to process the Work Order until two (2) weeks after distribution of this notification. If you have any questions or require additional information, please let me know.

TLG:dn
Jg2003.tec.prog.database.crm

c: Chief Administrative Officer
County Counsel
Chief Information Officer
Executive Officer, Board of Supervisors
Director, Internal Services Department